

## **COMPUTER OPERATIONS MANAGER**

**DEFINITION:** Under direction, performs technical and administrative work, supervising programming and systems work of subordinates in the maintenance the mainframe and network operating systems; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

### **TASKS:**

Directs and coordinates activities of workers engaged in computer operations; supervises and oversees staff in the upgrading of the VAX VMS operating systems; maintains user accounts on computer and adjusts system parameter on the system, creates and maintains user accounts and assigns security rights based on established protocols; customizes user menus; supports users in using networked applications, installs, upgrades and tests networked software applications and hardware, optimizes and tunes operating system to resolve performance issues; sets up, installs and upgrades operating systems on mini-computers, servers and workstations.

Troubleshoots user station problems; troubleshoots network problems by utilizing specialized software to monitor network activity and resolve the problem; troubleshoots workstation problems reported by users, isolates and corrects problem; modifies parameters on VAX system configuration database to adjust the VMS operating system to various workload on existing systems; assigns, installs and tests network addresses on workstations; installs, configures and tests Internet client email on PC workstations; maintains contact with vendors for troubleshooting hardware/software problems, product licensing information and product upgrades.

Attends training and seminars; evaluates and recommends hardware and software products; writes reports and recommendations for the department and other Nation offices; writes status reports; assigns and reviews work upon completion; assigns and approves overtime; completes employee evaluations; approves sick and annual leave time; recalls employees in cases of emergency; disciplines, suspends and terminates employees according to established personnel policies and procedures; prepares and approves employee work schedules and timesheets; trains employees in the safe and proper use of equipment.

### **KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

Knowledge of computer hardware and software used in Nation operations.

Knowledge of technical journals and software/hardware manuals for installation and maintenance of computer systems.

Knowledge of computer programs and system analysis methods and techniques.

Knowledge of federal, state and Navajo Nation laws, rules, regulations, ordinances, policies and procedures related to telecommunications and computer systems.

Knowledge of management and administrative practices and procedures.

Knowledge of computer hardware and software systems maintenance, troubleshooting and repair.

Knowledge of supervision methods, practices and procedures.

Skill in organizing, supervising and reviewing the work of technical staff.

Skill in prioritizing, scheduling, assigning, reviewing and evaluating work.

Skill in troubleshooting and resolving computer operating system issues.

Skill in researching information related to the technical resolution of computer operating systems.

Skill in utilizing effective verbal and written communication in preparing reports and instructing end users.

Skill in utilizing customer service techniques in responding to inquiries and complaints.

Skill in establishing and maintaining effective working relationships

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**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves attention to detail with extensive computer keyboarding in an office setting.

**MINIMUM QUALIFICATIONS:**

- A Bachelor's degree in Computer Science or related field; and four (4) years progressively responsible experience in computer operating systems and layered programs.

**PREFERRED QUALIFICATIONS:**

- A Master's degree in Computer Science, Information Systems Management or Engineering.
- Two (2) years of experience in LAN and server management.
- Two (2) years of supervisory experience.
- Proficient in Microsoft Office software or other computer applications.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.